

Rev. 11/19/2001

05/14/04

3713

41

Attorney Docket No. FINL-005/00US

PATENT

Express Mail Label Number: EV 256268500 US
Date of Deposit: May 13, 2004

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Date: May 13, 2004

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No. 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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- ☒ Status Inquiry; and
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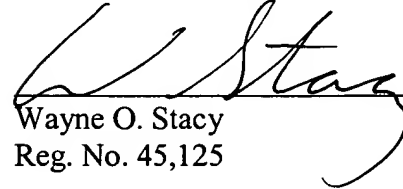
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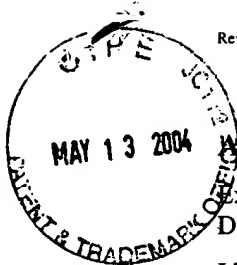
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STATUS INQUIRY

Applicant respectfully requests that the Patent and Trademark Office notify Applicant's representative of the current status of the above-identified application. The last written communication in the application from the PTO was an Office Action dated October 27, 2003. Applicant responded to that Office Action on November 23, 2003. A copy of the response is attached hereto as Exhibit A, including a postcard indicating receipt by the PTO of the response on November 23, 2003.

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Attorney Docket No. FINL-005/00US

PATENT

Express Mail Label Number: EL 870631204 US
Date of Deposit: November 26, 2003

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Date: November 26, 2003 By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No.: 09/944,676

Examiner: K. Christman

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- ☒ Response to Office Action; and
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- ☐ In accordance with 37 C.F.R. §1.97(b), no additional fee for submission of the IDS is required.
- ☐ In accordance with 37 C.F.R. §1.97(c), also enclosed is:
 - ☐ the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
 - ☐ a statement as specified in 37 C.F.R. §1.97(e).
- ☐ In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37 C.F.R. § 1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.
- ☐ A check for the total fee is attached.

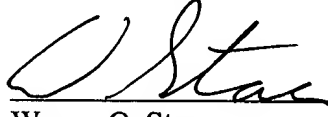
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The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

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The following has been received in the U.S. Patent Office on the date stamped hereon:

DEC 04 2003

- ☒ Postcard
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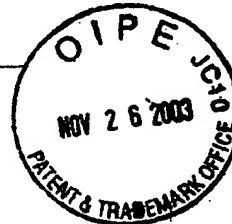
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Attorney/Secretary: Wayne O. Stacy/S. D. Bitler



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